



## **URGENT FIELD SAFETY NOTICE**

Invacare® Leo®, Invacare® Orion® & Invacare® Comet®  
Scooters manufactured between January 2012 – March 2012

Date 2. March 2015

Dear Customer,

Invacare continuously strive to supply high quality products and safety is a crucial part of good quality as well as one of our key features.

Our scooters are equipped with various safety features to ensure customer safety. Among others, our electronic system is equipped with a self-diagnostic functionality, which automatically detect mechanical errors when switching on the scooter. Our faster scooters Invacare® Orion® & Invacare® Comet® also offer a handbrake as a standard for improved safety.

The scooter speed control- and the forward/backwards direction mechanism consists of 2 parts,- the wigwag and the VR component (inside the tiller head). It has come to our knowledge, that in very rare cases, the VR component has become loose after use.

If the VR component has become loose, switching on the scooter will make the LEDs on the tiller flash 7 times to indicate an error, and the scooter will not be able to drive as a safety protection. If the VR component becomes loose during driving, the result will be inconsistency in the wigwag response. The scooter can be controlled by using the handbrake or using the ignition key to switch off the scooter.

As the scooters in question were manufactured 3 years ago, it is very unlikely that this issue will happen; over time, a form of chemical reaction is likely to occur to tighten the position of VR to its bracket. It is our belief that a possible external factor may have escalated the screws to become loose in the few cases.

**Recommendation:**

The issue is easily rectified by tightening the screws of the VR component. We strongly recommend that you check this component on scooters within this batch next time your customer visits you for a service check. Please see picture for clarification.



If you require further information or have any questions, please contact your local Invacare representative.

The signer confirms that this notice has been notified the appropriate Competent Authorities.

Signature

Enclosed please find the serial number range in question.

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